

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1837

TITLE: IT TECHNICIAN III

GRADE: S-22

DEFINITION:

Under general supervision, provides mainframe and mid-range computer support to customers to ensure availability of resources including hardware, software and application data storage; troubleshoots and provides first-line diagnosis for all platforms, to include help desk problem resolution; or supervises a staff of lower level technicians; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is advanced work providing technical services and assistance to information system users. It is distinguished from the Information Technology Technician II by providing solutions to a broader range of technically complex problems such as those involving cross platform and/or mainframe issues.

ILLUSTRATIVE DUTIES:

Performs complex problem diagnosis and resolution for customers using the mainframe, LAN's, PC's, and printers on the County's enterprise system;
Provides on-line technical support using a variety of automated tools;
Responds to requests for information, troubleshoots problems, and directs callers to other designated staff as needed;
Provides proactive notifications regarding outages, system changes, and problem recovery;
Maintains written and oral communications with customers, technical support staff, and management using e-mail, internet, pagers, telephone, and technical support software alert features;
Applies established priority levels to customer requests for service to ensure business objectives are met;
Refers to service level agreements to set expectations for services and time frames for service delivery;
Maintains a working knowledge of the latest technical procedures and practices related to systems operation and performance, capacity issues, and telecommunications techniques;
Learns diagnostic and error messages for common problems and routine operations on PC, network, and mainframe platforms;
Conducts training sessions and cross-trains for other technical services positions to update and expand knowledge and skills;
Performs research on problem resolution;
Updates and documents new solutions on databases;
Assists in identifying trends and performing root cause analysis for systems problems;
May plan, organize, coordinate, assign, and evaluate the work of lower level technicians;
Provides work counseling, guidance, assistance, and training as needed;

Provides assistance to other staff as needed;
Provides guidance, training, and technical assistance to less experienced technicians;
Performs back-up system administration duties and assists in maintaining security controls;
Adds, deletes, updates, catalogs, and indexes technical on-line library.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Considerable knowledge of a variety of automated tools for diagnosing and solving information system problems;
Considerable knowledge of personal computers and personal computer software application packages and development products;
Considerable knowledge of personal computer, network, and mainframe interface;
Ability to communicate technical ideas clearly and effectively, both orally and in writing;
Ability to provide support and technical assistance to computer users;
Ability to perform complex personal computer system troubleshooting, both on software and hardware problems;
Ability to implement or coordinate equipment repairs and solve software problems;
Ability to read and interpret technical manuals used in the assembly, installation, repair, and operation of information systems equipment;
Ability to provide guidance, training, and technical assistance to less experienced technicians;
Ability to maintain records and write reports;
Ability to supervise lower level technicians.

EMPLOYMENT STANDARDS:

Any combination education, experience, and training equivalent to the following:
Graduation from high school; PLUS
Five years' experience in the installation, configuring, and troubleshooting of personal computers, network/telecommunications systems, multi-platform systems, mainframe interfaces;
OR
Possession of an associate's degree in computer science, or related field; PLUS
Three years' similar experience.

CERTIFICATES AND LICENSES REQUIRED:

None.

ESTABLISHED: May 24, 1999